

Exhibit C

Valee Bartels - IBM Docket No. BOC9-2003-0013; Our Docket No. 6169-383

From: Valee Bartels
To: Flores, Romelia H.; Hao, Biao
Date: 6/11/03 2:39 PM
Subject: IBM Docket No. BOC9-2003-0013; Our Docket No. 6169-383
CC: Buchheit, Brian; Cuenot, Kevin T.; Nelson, Gregory A.; Venturelli,

Re: Draft Patent Application for METHOD FOR MANAGING RESOURCES IN A MULTI-CHANNELED
CUSTOMER SERVICE ENVIRONMENT
IBM Docket No. BOC9-2003-0013; Our Docket No. 6169-383

Dear Inventors:

Attached please find a draft of a patent application, associated drawings, Declaration and Power of Attorney, the Assignment and the Oath and Assignment for the Republic of China for your review in the above-identified matter. Please review the application carefully to ensure that the description of the invention accurately recites all of the invention's characteristics in the broadest possible manner, while also explaining, in detail, the preferred embodiment of the invention. The drawings should also be reviewed to confirm that they accurately depict the various details of the invention as you and your co-inventors understand them. Please note additional information is requested within the application.

Importantly, please ensure that each inventor named on the cover sheet of the patent application has contributed to the conception of your invention as described in at least one of these claims. If for some reason we have neglected to list an inventor who has contributed to the conception of subject matter described in a claim, please so advise us immediately.

Please review the draft application, associated drawings and other documents in a timely fashion. There is a bar date of June 24, 2003. Once you have reviewed them, please forward your comments and/or any suggestions you may have.

Very truly yours,

AKERMAN SENTERFITT

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Sent on Mr. Cuenot's behalf to avoid delay.

Valee Bartels